

Until 2000...

Days left: 99

Working days left: 69

Weekends left: 14

Introduction to Y2K Times

Now that we are in the final months of 1999, the Department of Information Technology (DOIT) would like to communicate the State's Year 2000 remediation progress to you, the State's information technology professionals, and to the rest of the State's employees. With this first, biweekly edition of the Y2K Times newsletter, you will obtain accurate and current information regarding California's progress in its Year 2000 Program efforts. From edition to edition, you can expect to see the following, recurring columns:

- Message from the State CIO
- Year 2000 Strategies
- The Prudent Planner
- Y2K Definitions

We look forward to your feedback as we transition into this final stretch before Y2K. Do what you can to update yourself by taking a few minutes to read this, the Y2K Times.

Message from the State CIO, Elias Cortez

Your efforts and patience are appreciated during these last few months of 1999. Our success is a direct reflection of your commitment to excellence.

In This Edition of Y2K Times ...

- Message from the State CIO
- CA Preparation for Y2K
- Year 2000 Strategies
- CA Readiness for Y2K
- The Prudent Planner
- Facts About Y2K and California
- How to Help in the Y2K Effort
- Y2K Definitions
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California's Preparations for Year 2000

Governor Davis has made the Year 2000 (Y2K) issue a priority for the State. In February 1999, he issued Executive Order D-3-99, which stipulated the conditions for addressing the Y2K issue. Since

then, the State's Chief Information Officer has established a Statewide Program Management Office (PMO) to serve as an "umbrella" organization for providing centralized and coordinated direction, oversight, monitoring, and reporting for the Y2K activities of all State agencies and departments (also referred to as "entities").

Under the guidance of the Y2K Statewide PMO, the State has used best practice information to develop assessment, business continuity planning, and reporting methodologies for use by all State entities. This has allowed the State to assess and measure all State entities' Y2K issues and remediation progress according to the same criteria and metrics. It has also established a Y2K Program that has accelerated and escalated the State's Y2K efforts.

To date, all 116 State entities have completed detailed departmental assessments (DDAs). Validated by independent, third-party vendors, these DDAs capture the status of each entity's mission critical systems and identify the steps necessary to make the systems Y2K compliant. Using these baseline DDAs and weekly reporting mechanisms, the PMO is monitoring the entities' progress towards becoming fully Y2K compliant. It should be noted that this program has become a nationally recognized effort in state Y2K methodologies.

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Year 2000 Strategies

Editor's Note: This recurring column will feature a different Y2K strategy each week.

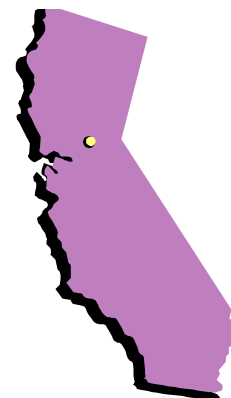
The DOIT recognizes the California Franchise Tax Board (FTB) for its proactive and successful Y2K Remediation Program. Listed below are the activities that contributed to their success. It should be noted that these are only one set of strategies: other agencies may be just as successful using other strategies. The FTB...

- Established a Year 2000 Project team, early on, with resources and authority to carry out its mission.
- Developed a Year 2000 Strategy
- Inventoried and assessed IT and non-IT elements.
- Implemented the strategy to make decisions about conversion, replacement or retirement of inventory.
- Completed all major renovation of IT, desktop and embedded systems including facilities and security.
- Developed a test strategy that included unit, integration, systems, acceptance and future-date testing and documentation of test results.
- Involved business and data exchange partners in testing and acceptance of remediated systems as appropriate.
- Used clean management practices for hardware and software.
- Coordinated with data exchange partners to remedy interfaces.
- Performed outreach activities with core business partners.
- Prepared FTB-wide continuity plans for business and operational readiness plans.

FTB completed repair and testing of all of its mission critical IT systems by December 31, 1998, as per Executive Order W-183-98 of the previous administration. During 1999 the FTB has been testing and repairing all other systems and focusing on Business Continuity Planning.

California's Readiness for Y2K

Thanks to all State IT professionals, as of September 9, 1999, the State had remediated 95% of all of its mission critical systems. All mission critical systems are expected to be remediated, tested and back in production by January 1, 2000. STAY FOCUSED...



Preparations *Continued from page 1*

State entities have also prepared Continuity Plans for Business (CPB). These plans focus on core business processes (rather than IT systems) and outline how entities will provide their services in the event of a disruption, whether or not it is caused by Y2K.

In addition, the State has undertaken a variety of activities to ensure Californians are informed of the Y2K issue, to know how to prepare for the Year 2000 date change, and to know where to go for accurate information.

Finally, the State has proactively worked with local governments and private sector service providers to ensure that Y2K activities are coordinated as necessary. This includes testing key interfaces, communicating about each entity's preparedness, partnering in communication and outreach activities, and sharing resources when possible.



The Prudent Planner

Editor's Note: This recurring column will present State activities and events that you may see or hear about in the foreseeable future.

- Expect an aggressive communications and outreach campaign aimed at the Legislature, public and media.
- Identify, understand and test your department's continuity plan for business, as well as the contingency plans for IT systems you work with.
- When planning for Y2K, do not forget to account for non-technical shortcomings, such as, miscommunication, oversight and negligence.
- Expect significant interface testing efforts with county governments.
- Expect your department's Y2K remediation focus to shift from mission critical systems to department critical systems.
- Looking ahead to the next budget year, verify that your department has a Business Plan, and work to align your IT strategy with that plan.
- Be proud about taking part in making the State's largest IT project a success.

Facts About Y2K and California

The following are key points the State wants people to understand about the Y2K challenge.

- The Governor's Executive Order D-3-99 serves as the foundation for California's Y2K success.
- Y2K is not an information technology problem: it is a business problem.
- Individuals should act responsibly to understand the Y2K issues in their community and to prepare appropriately.
- The State has a solid process and plan in place to address the Y2K challenge.
- Preparing for Y2K is not unique to the State, but it affects all organizations using computerized systems.
- The State's focus is to ensure mission critical State services will continue to be delivered on and after January 1, 2000.
- The State is working closely with other governments and private sector service providers on Y2K issues and is making great strides toward its goal of ensuring State services will be operational on January 1, 2000.
- The State does not expect Californians to see any major changes or impacts on January 1, 2000.
- The State is committed to providing consistent, honest, and accurate information about the Y2K challenge.
- The State's Y2K web site and the Governor's Office of Emergency Services web site are the official sources of comprehensive information about the State's Y2K activities and other Y2K resources. These Y2K web sites can be found on the internet at:

<http://www.year2000.ca.gov>

<http://www.oes.ca.gov>

What You Can Do to Help with the Y2K Communications Effort

State employees are in an excellent position to help disseminate accurate information about the Y2K challenge. You can help with the State's communications effort by:

- Educating yourself about Y2K issues, both in terms of personal preparedness and what the State is doing to prepare for Y2K;
- Sharing accurate information (such as this newsletter) with your clients, customers, co-workers, family, friends, and other acquaintances; and
- Helping to disseminate the State's key Y2K messages answered in the article above, titled "Facts About Y2K and California."
- Conducting roundtable discussions with your service partners to identify common challenges and solutions.

Y2K's Effect on Specific State Services

Specific questions should be directed to your department's Y2K project manager or to the State's Y2K Program Management Office at: Project.Office@emc.ca.gov. The Y2K PMO will be glad to answer any questions you may have and may address your concerns in subsequent newsletters.



Y2K Definitions

DDA – DDA is the acronym for *Detailed Department Assessment*. Earlier this year, the DOIT contracted with several vendors to conduct an assessment designed to identify the Year 2000 preparedness of a department. This assessment included an analysis of a department's preparedness and its efforts to reduce the Year 2000 impact through Contingency Planning.

IV&V – IV&V is the acronym for *Independent Validation and Verification*. The DOIT secured an IV&V vendor to use results of the DDAs as guides to independently validate the identification and remediation status of mission critical systems. The IV&V vendor also verified and/or identified the remaining steps necessary for departments to make their mission critical systems Year 2000 compliant.

“Follow the Sun” – The Governor's Follow the Sun initiative is a Y2K-monitoring partnership that takes advantage of California's 20-hour lead as the millennium begins in Auckland, New Zealand. The Governor's Office of Emergency Services has partnered with the California Trade and Commerce Agency's field offices and private industry facilities in other countries to monitor potential service interruptions. If there are parallels in services or equipment, this initiative's process will provide an additional 15 hours to coordinate expertise to address potential problems to State mainframes.



Interesting Reading

The following are paths to interesting web sites.

- NERC: [Y2K Report to DOE](#)
- August 23, 1999 article: “Calming Your Customers,” about Call Center Preparations for Y2K: <http://www.computerworld.com/home/print.nsf/all/990823Bc96>
- August 26, 1999 article: “Japan is the Biggest Y2K Risk in the World Today,” under the *Other Articles* heading: <http://www.year2000.com/y2karchive.html>



Comments and Questions

If you have any comments or questions regarding this newsletter, or any of its content, please contact Lance Williams, Department of Information Technology, at (916) 445-7020 or lewilliams@doit.ca.gov.

Web Sites for More Government Y2K Information

California Year 2000 web site	http://www.year2000.ca.gov
Governor's Office of Emergency Services	http://www.oes.ca.gov
Federal Y2K web site	http://www.y2k.gov
County information	http://www.csac.counties.org/counties_close_up/county_web/index.html
City information	http://www.cacities.org/cities_online/cities_online.asp

Please reduce, reuse, recycle